Customer Service Report for DCOB
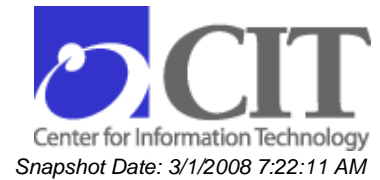
For the period: Friday, February 01, 2008 12:00:00 AM to Friday, February 29, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
ASR											
Colocation-OFF	0	0	0	1	0	0	0	0	1	0	0
Colocation-ON	0	0	0	2	0	2	0	0	0	0	0
Other	0	0	0	1	0	1	0	0	0	0	0
CIT Categories											
CIT Desk Sec Serv/PL-Add/Maint/Upgrade	0	1	0	0	0	0	0	1	0	0	52
Connectivity											
TCP/IP	0	1	0	0	0	0	0	0	0	1	0
Local LAN											
LocalLAN/Connectivity	0	1	0	0	0	0	0	0	0	1	0
NIH Data Center											
Aperture Vista	0	38	0	2	0	7	0	1	32	0	4
Grand Total:	**0**	**41**	**0**	**6**	**0**	**10**	**0**	**2**	**33**	**2**	**5**

Total Tickets Closed:	**37**
Total Tickets Assigned/Pending/Checked Out:	**10**
Total Tickets Created:	**47**